

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Cadillac Clean Room Services

Puerto Rico Manufacturing Extension Inc

Cadillac's Standards are Rising with ISO 9001:2000 Certification

Client Profile:

Cadillac Clean Room, located in Bayamon, Puerto Rico has been in operations for the last 20 years as an affiliate to Cadillac Uniforms Group. The company supplies its sterile or non-sterile uniforms and other accessories to the pharmaceutical and medical device industries. Cadillac's processes include rigorous inspection, washing, drying, and packaging uniforms under controlled conditions to assure regulatory requirements. The company currently employs 15 people.

Situation:

Cadillac Clean Room's customers demand higher standards and suppliers that operate under a formal quality system. The company recognized that in order to meet current customer and market requirements, they must obtain ISO 9001:2000 standard certification. Cadillac Clean Room requested that the Puerto Rico Manufacturing Extension Inc. (PRIMEX), a NIST MEP network affiliate, evaluate and improve the company's quality system in order to meet the ISO requirements.

Solution:

PRIMEX developed and initiated a formal project plan for Cadillac Clean Rooms. PRIMEX provided consulting to managers and supervisors responsible for the operations. Quality manuals and all required documentation were revised, developed, and implemented. Internal audits were initiated, and areas for improvement were identified. Guidance was provided to management for the planning and holding of management reviews. After various internal auditing sessions, Cadillac Clean Room was certified under the ISO 9001:2000 Standard. As a result of PRIMEX's assistance, new potential customers have approached the company for additional business.

Results:

- * Achieved ISO 9001:2000 certification.
- * Realized \$10,000 in cost savings.

Testimonial:

"PRIMEX's support was essential in the preparation of our company for the certification under the ISO 9001:2000 standard. Certification under the ISO 9001:2000 was necessary for Cadillac Clean Room to maintain customer's loyalty and growth. We plan to continue requesting their support to make sure we continue our improvement efforts that will allow us to obtain more business and increase our labor force in Puerto Rico."

Mr. Michael Schulevitz, President